

MEMORANDUM

TO: Chairman Pat Miller
Director Debi Tate
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: July 19, 2004

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-JUNE¹

Regulated utility complaints received and investigated in June	218
Non-regulated complaints received and investigated in June:	
5	
Number of follow-up investigations made in June:	803
Year-to-date regulated utility complaint total:	
1,500	
Number of Telemarketing complaints investigated in June:	33
Year-to-date Telemarketing complaints	230
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,496,556
Number of active telemarketing solicitors:	679
Number of Do Not Fax complaints investigated in June:	171
Year-to-date total of Do Not Fax complaints	
749	
Year-to-date total TDAP devices ordered:	785
Number of calls to MCI Relay Center Intrastate: 55,370 Interstate: 5,671	61,041

¹ Data in this report May change as information is updated.

Regulated Table

(Number of Regulated complaints received in June 2004)

Telephone Company's

1. BellSouth	73
2. Century Tel	2
3. Millington	1
4. Sprint United Telephone Co.	11
5. TDS	2
6. United	1

CLECS

1. AT&T Business	3
2. Birch	2
3. GrapeVine	1
4. MCI	7
5. Momentum	4
6. Nuvox/Trivergent	1
7. XO	2
8. Z-Tel	1
9. KMC	1

**Long
Distance****Non-Regulated Complaints**

1. AOL Internet Service	2
2. Kiss Long Distance	1
3. Mercury Internet	1
4. NASH DATE 211	1
5. Radical Person	1
6. SBA Online	1
7. Teleconex	2
8. XTN	1

**Gas, Water &
Electric**

1. AEP	1
2. Atlanta Gas	1
3. NGC	1

Resellers

1. Access Integrated Networks	1
2. ACN	1
3. Cinergy	1
4. Delta	2
5. Evercom	2
6. Excel	4
7. Express Connection	1
8. Global Tel	3
9. IDT	1
10. ITC	1
11. Lightyear	2
12. Qwest	2
13. Total Call International	1
14. US Telecom Long Distance	1
15. Vartec	11

Regulated Complaints for NR Companies

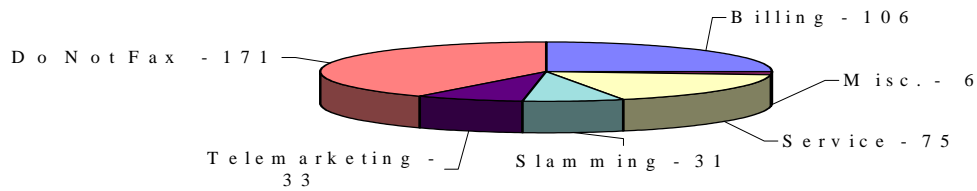
1. AT&T Residential	53
2. AT&T Slam	8
3. MCI	2
4. Sprint Long Distance	7

1. AEP	1
2. AT&T Residential	1
3. BellSouth	1
4. Sprint United Telephone Co.	2

Billing Agents

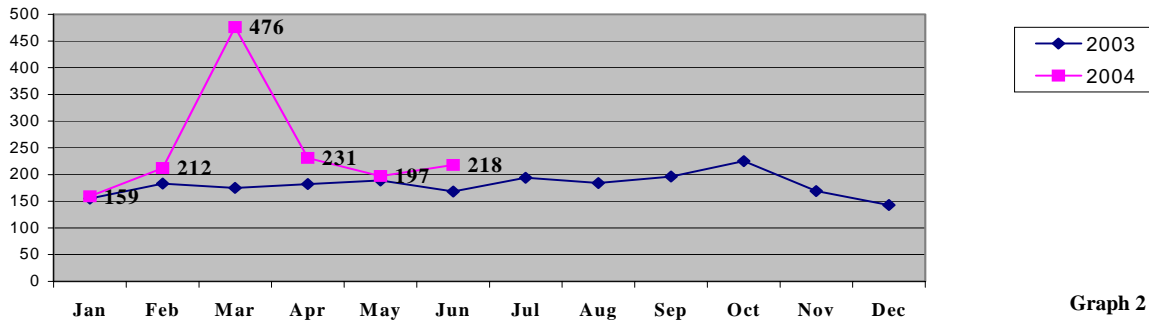
1. ACI	1
2. Enhanced Services Billing	1
3. ILD Telecommunications	2

Regulated Complaint Totals for June:



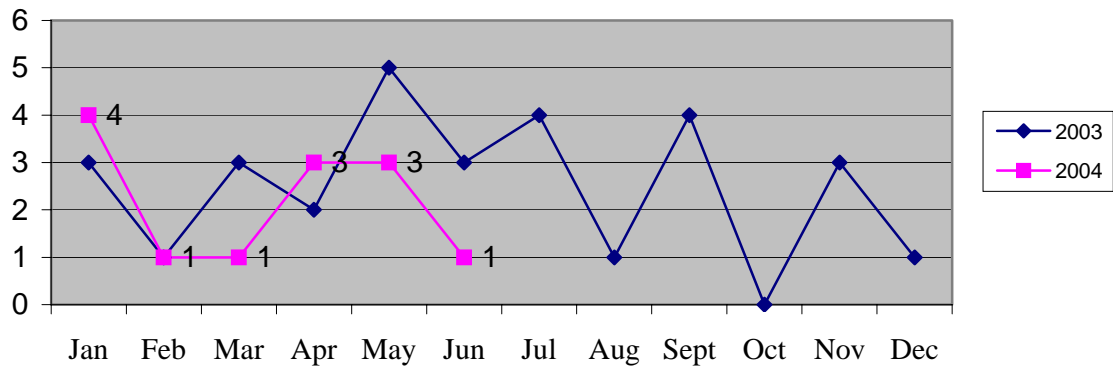
Regulated Utility Complaints from 2003 -2004:

Graph 1



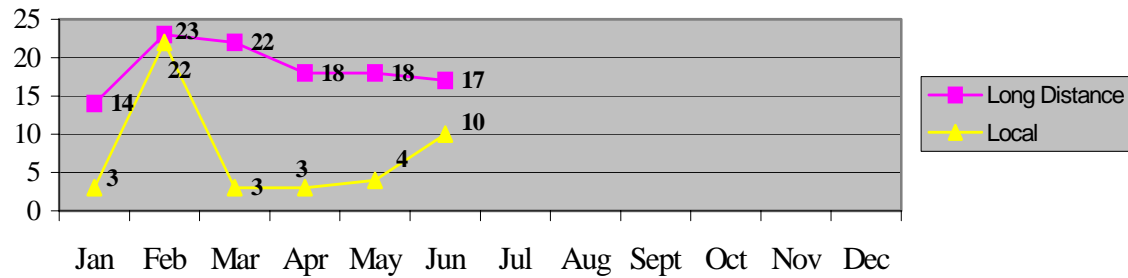
Graph 2

Delayed Installation of New Service –2003 - 2004:

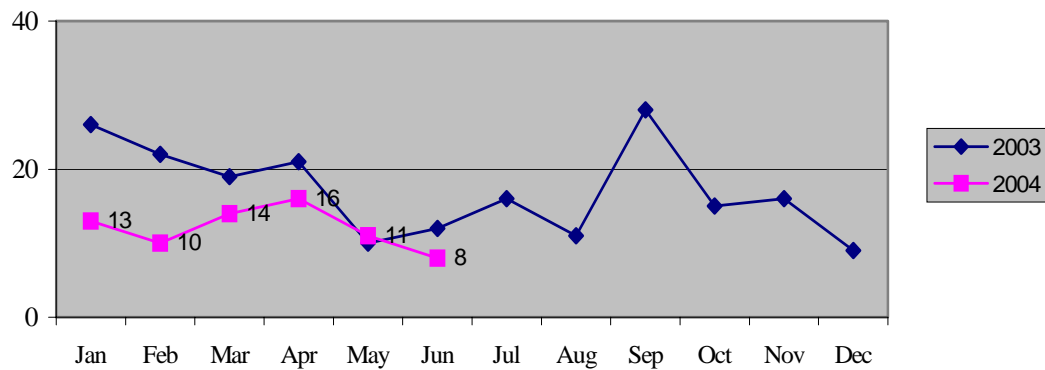


Graph 3

Slamming Totals: (Highest Number of Slamming Complaints for the Month of June: AT&T)

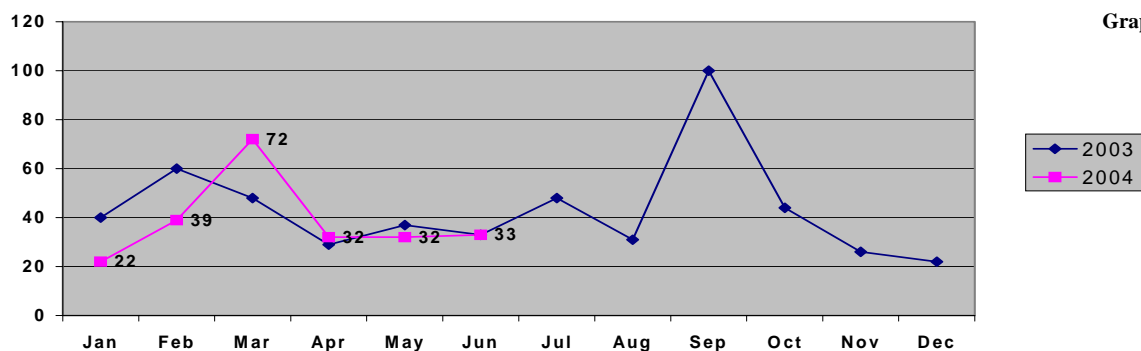


County Wide Calling Complaints from 2003 and 2004



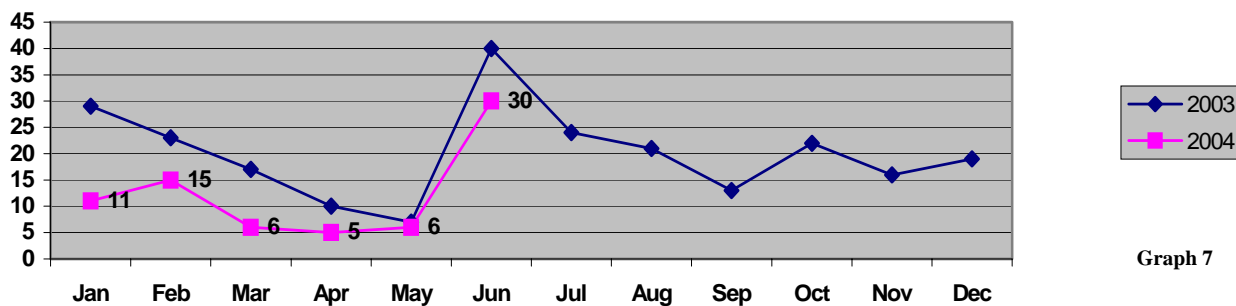
Graph 4

Telemarketing Complaints: (Most Complaints: Moore Financial, Inc.: 4)



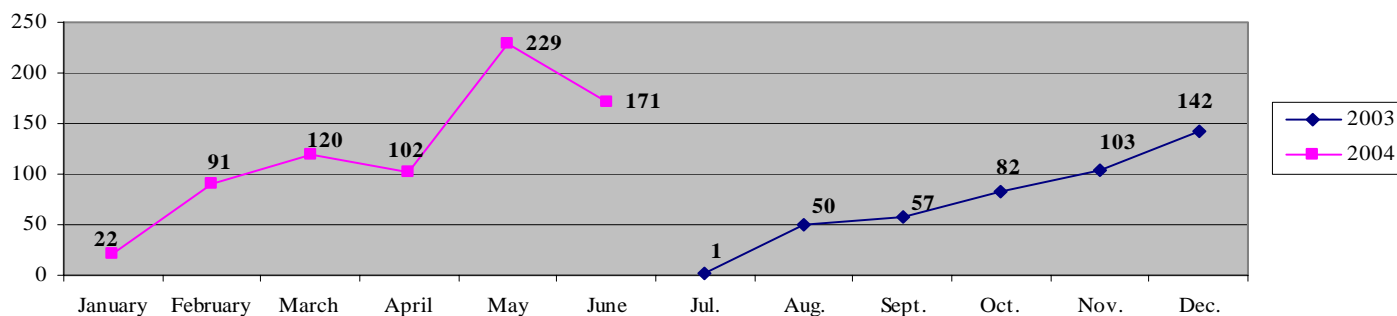
Graph 5

Telemarketing Solicitor Applications Approved:

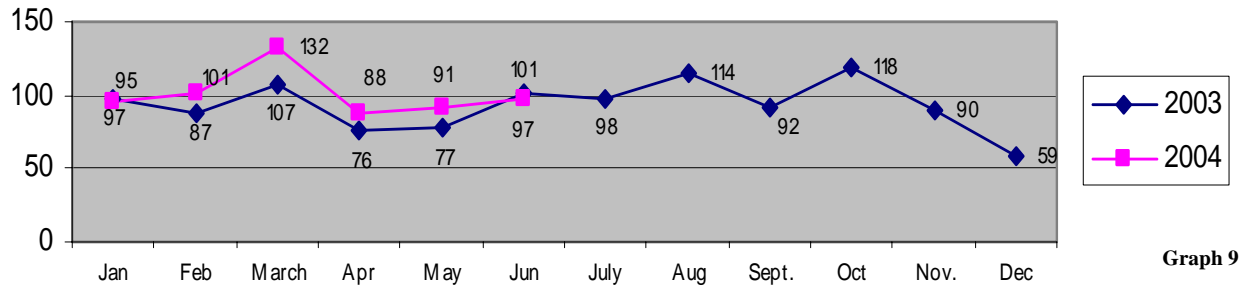


Graph 7

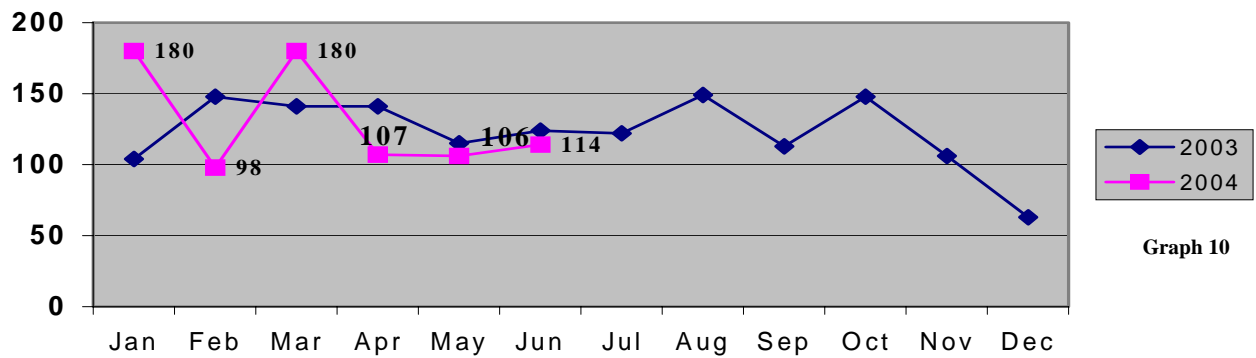
2004 Do Not Fax Complaints



TDAP Applications Approved:



TDAP Devices Ordered:



Total Cost of TDAP Devices Ordered:

